Maryland State Board of Elections
Online Ballot Delivery System: USER GUIDE

Before you begin, please make sure:
1. You are using a computer *with a printer*; and
2. You have an *envelope* to return your voted ballot.

Have you created your password and are now returning to the system? Skip to page 16.
Just need to reset your password? Skip to page 18.

Step 1: Access the Online Ballot Delivery System
Using a computer with a printer, click the link in the online ballot delivery email you received from
absentee.SBE@maryandelections.us. It looks like this:

Login now

Step 2: Login
On the **Tell us who you are** web page, enter your first and last names, date of birth, and 5 digit zip code in the **required** fields. You must enter your information exactly as it appears in your voter record. See the **Note** on page 2.

Next, use the drop down to answer the True/False math problem in the gray box. If you skip the question or do not answer the question correctly, you will get an error. After you have entered your information and answered the math problem, click the **Next** button.

Tell us who you are.

English ▾   Change language

Frequently Asked Questions
User Guide

Provide all information as it appears on your voter registration record.

First Name: **required**

Middle Name:

Last Name: **required**

Date of Birth: **required**
Month: Day: Year:

MM   DD   YYYY

Zip Code: **required**

2 + 1 = 5
Select an answer (elegir una respuesta) ▾

Next

Step 2: Online Ballot Delivery System Login screenshot

Note: If you moved, changed your name, use a nickname, or have a hyphen or apostrophe in your name, you may want to check your voter registration card or use the Voter Lookup tool at https://voterservices.elections.maryland.gov/VoterSearch or contact your local board of elections (http://elections.maryland.gov/about/county_boards.html) to check your voter registration information before you enter it. Be sure you enter two digits for the month and day you were born. For example, if you were born on January 2nd, you would type 01 in the Month field and 02 in the Day field. Also, be sure to enter all 4 digits of your birth year. Only enter the first 5 digits of your zip code. You will receive an error if you enter your full zip + 4 zip code.

Still having trouble? If you checked your voter information using one of the resources listed in the **Note** above, confirmed that you typed it correctly, and still got an error, email absentee.sbe@maryland.gov for assistance.

Step 3: Create Your Password
On the **Create New Password** web page, enter the email address that your online ballot delivery email was sent to in the **Email Address** field. You must create a password to access your ballot. See the **Note** below for password requirements. Type your password in the **New Password** field. Retype the same password in the **Confirm New Password** field. After you have entered the **required** information, click the green **Create Password** button.

Note: Your password must have at least 8 characters and no more than 30 characters. It must contain characters from *at least 3* of the following categories: (1) lower-case letters; (2) UPPER-CASE LETTERS; (3) numbers; and (4) symbols such as ! @ # $ % ^ & *. Do not use your name, birthday, email address or zip code as part of your password because you will get an error. ***See page 21 of this guide if you forget your password and need to reset it.***

Create New Password

English ▼ Change language

Frequently Asked Questions

Password Requirements:
- Your password must be between 8 and 30 characters long.
- Your password must contain at least 3 of the following character types: lower-case letters (a, b, c, ...), upper-case letters (A, B, C, ...), numbers (1, 2, 3, ...), special characters (!, @, #, $, %, ^, &, *).
- Your password cannot include your first name, your last name, your date of birth, your email address, or your zip code.

Email Address required

New Password required

Confirm New Password required

Create Password

Step 3: Create Password screenshot

Important Note: If you login and create your password, but need to access or print your ballot later, simply return to your web delivery email and click the Login now link. You will need to enter your voter information and password to access your ballot.

Step 4: Check Your Computer and Printer

Before you can access your ballot, you must check that your computer and printer will work with the online ballot delivery system. Under Maryland law, your voted ballot must be returned by mail or be dropped off at your local board of elections, so you must be able to print your ballot. For more information on system requirements, please read the **Online Ballot Delivery System FAQs** at https://voterservices.elections.maryland.gov/onlineballotdelivery/FAQ or by clicking the blue Frequently Asked Questions link on the web page.

On the **Welcome to Maryland's Online Ballot Delivery System** screen, review the mailing deadlines, and then click the green **Next: Check your computer** button.
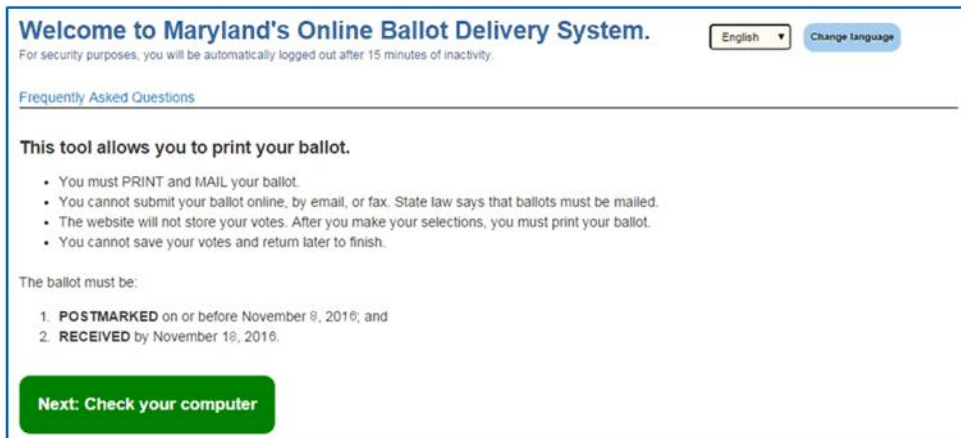
Step 4: Online Ballot Delivery System Welcome screenshot

Step 5: Test Your Computer

The **Test Your Computer** web page will automatically check that your computer's browser and Adobe Reader software will work with the online ballot delivery system. If you see the word **PASSED** under both **Browser Test** and **Adobe Reader Test**, then you are ready for the **Print Test** in **Step 6**.

If you do _not_ see the word **PASSED** under both, the computer you are using will not work with the online ballot delivery system. You may: (1) try to login on a different computer or using a different browser on the same computer (_Important_: See the **Note** under **Step 3** on page 2 of this guide on how to login if you have already created your password); (2) email the State Board of Elections at absentee.sbe@maryland.gov for assistance; or (3) contact your local board of elections (http://elections.maryland.gov/about/county_boards.html) to request to receive your ballot by mail instead, if time permits.

Step 6: Test Your Printer

For the **Print Test**, you may choose to **Print the document**, **Download the document**, or **Open the document in a new window**. Some methods work better with some browsers, and some methods may not work with your printer, so you may need to try more than one method to pass the **Print Test**. After you successfully print the test document, click the green **Next: Download Options** button.

If you could *not* print using the Print, Download, or Open the document buttons, you may: (1) try to login on a different computer or using a different browser on the same computer (*Important*: See the **Note** under **Step 3** on page 2 of this guide on how to login if you have already created your password); (2) email the State Board of Elections at absentee.sbe@maryland.gov for assistance; or (3) contact your local board of elections (http://elections.maryland.gov/about/county_boards.html) to request to receive your ballot by mail instead, if time permits.

Test Your Computer

English ▼   Change language

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User Guide

Browser Test

PASSED

Adobe Reader Test

PASSED

Print Test

You may print using any of the below methods.

Print document   Download document   Open document in new window

If you were able to print the test document using one of these methods then this test passed.

If you are unable to print the test document, you will not be able to use the ballot delivery system.

Next: Download Options

Step 6: Test Your Computer and Printer screenshot

Step 7: Read About Your Two Options

On the **Read About Your Two Options** web page, review the two options to download your ballot. You may either mark your ballot online using the marking tool and then print your ballot OR you may print a blank ballot and mark your ballot by hand.

Read About Your Two Options

Frequently Asked Questions
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You have two options for downloading your ballot.

- You can use your computer to MARK and print your ballot, OR
- You can print a BLANK ballot and mark by hand.

Both options require that you PRINT and MAIL your ballot.

If you choose to use your computer to mark your ballot:

- For security purposes, you will be automatically logged out after 15 minutes of inactivity.
- If you quit before finishing, you will need to start over the next time you login.
- The printed ballot will have a barcode on the top left. The barcode only includes information about your votes. It does not include any information about you.

You may prefer to print a blank ballot if:

- You need to do additional research before making your voting selections.
- You are worried about tracking software on your computer or risks with using the Internet.
- You are using a computer or web browser that doesn't have the latest updates.
- You are unable to find a time and place to mark your ballot in private while on the computer.

> **Next: tell us how you want to download your ballot**

Step 7: Read About Your Two Options

Both options require that you **PRINT** and **MAIL** your ballot.

After you decide how mark your ballot, click the green **Next: tell us how you want to download your ballot** button.

For Users Printing and Marking Ballots by Hand:

Step 7A: Decide how to make your voting selections

On the **Decide how to mark your voting selections** web page, select the second radio button next to "Print blank ballot, then mark by hand and mail it in."

Click the green **Next** button.

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Decide how to make your voting selections.

English ▼   Change language

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How would you like to mark your ballot?

○ Mark online, then print and mail it in.

☐ I understand that the State Board of Elections has taken steps to protect the secrecy of this process but cannot protect against all risks with using the Internet.

○ Print blank ballot, then mark by hand and mail it in. ⬅

Both options require that you PRINT and MAIL your ballot.

[Next]

Step 7A: Decide how to make your voting selections

Step 8A: Print Your Ballot

On the **Print Your Ballot** web page, there is a row with 3 different green buttons for printing your ballot and other documents: **Print ballot**, **Download ballot**, and **Open ballot in a new window**. There are 3 printing options because some work better with some browsers than others and some may not work with your printer. The method that worked best for your print test is usually the best method to use to print your ballot. If you click one button and cannot print, click your browser's back arrow to return to the **Print Your Ballot** web page, and then try a different green printing button.

Print Your Ballot

For security purposes, you will be automatically logged out after 15 minutes of inactivity.

English ▼   Change language

Frequently Asked Questions

Print instructions for mailing in your ballot, the absentee oath, and your ballot.

You may print using any of the below methods.

[Print ballot]   [Download ballot]   [Open ballot in a new window]
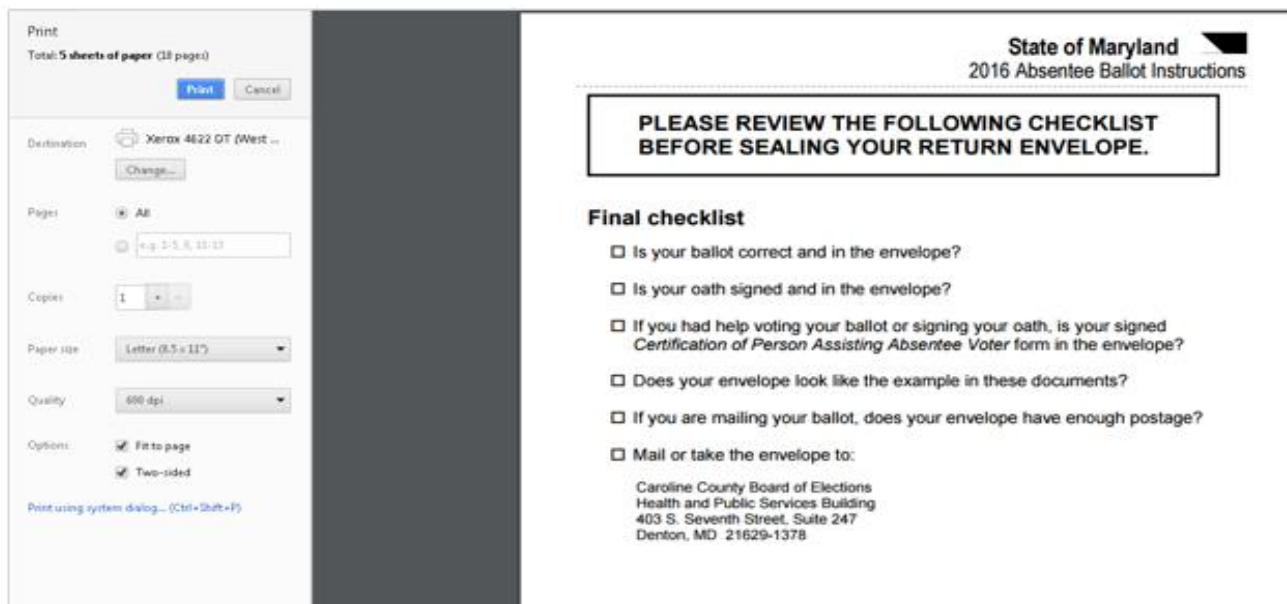
Remember!

- You must mail in your ballot for your votes to count.
- Paper or font size do not matter. If your selections are readable, your votes will count.
- In the next step you may print an envelope or logout.

[Next: Print envelope or log-out]

Step 8A: Print Your Ballot screenshot

Note: Your ballot and other documents will be in one pdf file. The total number of pages varies.
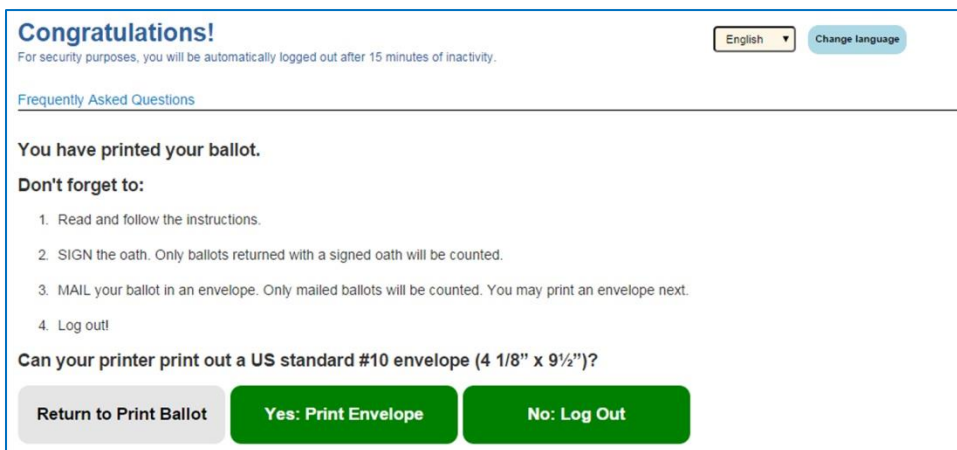
If you passed the **Print Test** in **Step 6**, but *cannot* print your ballot and other documents, please email the State Board of Elections at absentee.sbe@maryland.gov for assistance; or contact your local board of elections (http://elections.maryland.gov/about/county_boards.html) to request to receive your ballot by mail, if time permits.

After you print your ballot and documents, click the green Next: Print envelope or log-out button to print a #10 return envelope or to log-out of the online ballot delivery system if you would prefer to address your return envelope by hand.

Step 9A: Choose to Print Your Envelope or Address Your Envelope by Hand

- *If you want to print an envelope*, click the green Yes: Print Envelope button on the **Congratulations!** web page.

- *If you do not want to print an envelope*, click the Next: Print envelope or log-out button to log-out, then click the green No: Log Out button on the **Congratulations!** web page (pictured above). To address your return envelope by hand, follow the template that printed with your ballot and documents (sample immediately below). It is important that you write your Absentee Voter Number under your return address as shown. This number can be found on the envelope

template that printed with your documents and on your oath.

Your name
Your address
City, State Zip

Place your postage here. Extra postage may be necessary.

This is your Absentee Voter Number which appears on your Oath. Please write it here.

123456789

Your Board of Elections

Address

City, State Zip

This is the mailing address of your Board of Elections. You will find this address on your instructions. Please write this address on your return envelope.

Absentee ballot enclosed

Please write this on your return envelope.

Step 9A: Envelope template image

Step 10A: Printing Your Envelope

On the **Envelope Printing Instructions** web page, there is a row with 3 different green buttons for printing your envelope: **Print envelope**, **Download envelope**, and **Open envelope in a new window**. There are 3 printing options because some work better with some browsers than others and some may not work with your printer. The method that worked best for your print test is usually the best method to use to print your envelope. If you click one button and cannot print, click your browser's back arrow to return to this **Envelope Printing Instructions** web page and try a different green printing button. Your envelope file is a pdf set up to print on a #10 envelope. To successfully print the envelope pdf, you will need to check that your printer settings are adjusted for a #10 envelope.   You may print this file on a larger envelope, if necessary, but may need to adjust your printer settings.

If you are *not* successful printing your envelope, please follow the instructions for hand writing your return envelope in **Step 9A** above (on page 6) or on the envelope template that printed with your ballot and other documents.

Envelope Printing Instructions
For security purposes, you will be automatically logged out after 15 minutes of inactivity.

English ▼   Change language

Frequently Asked Questions

Envelope Printing Instructions

1. Put your envelope into the envelope tray on your printer.
2. Users have had the most success clicking the Download envelope link, saving the envelope pdf to their computer, adjusting their printer settings for a #10 envelope, and then printing.
3. Your envelope printer may need additional adjustments.
4. Remember to logout.

Print the Envelope

You may print using any of the below methods.

| Print envelope | Download envelope | Open envelope in a new window |

| Previous | Log out |

Step 10A: Envelope Printing Instructions screenshot

Print
Total 1 sheet of paper

Print   Cancel

Destination Xerox 4622 DT (West …
Change…

Pages ● All
○ e.g. 1-5, 8, 11-13

Copies 1

Paper size Letter (8.5 x 11")

Quality 600 dpi

Options ☑ Fit to page
☑ Two-sided

Print using system dialog… (Ctrl+Shift+P)

Caroline County Board of Elections
Health and Public Services Building
403 S. Seventh Street, Suite 247
Denton, MD 21629-1378

100000001

OFFICIAL ELECTION MAIL
Authorized by the U.S. Postal Service

OFFICIAL ABSENTEE BALLOTING MATERIAL - FIRST CLASS MAIL

Caroline County Board of Elections
Health and Public Services Building
403 S. Seventh Street, Suite 247
Denton, MD 21629-1378

Step 10A: Print dialog page screenshot for printing envelope

Click the green **Log out** button after you print your envelope or if you decide not to print it.

For Online Ballot Marking Tool Users:

Step 7B: Decide how to make your voting selections

On the **Decide how to mark your voting selections** web page, select the first radio button next to "Mark online, then print and mail it in." You must also check the box next to "I understand that the State Board of Elections has taken steps to protect the secrecy of this process but cannot protect against all risks with using the internet."

Click the green Next button.

Step 7B: Decide how to make your voting selections

Step 8B: Tell Us If Someone Will Help You

If no one will be helping you sign your oath or mark your ballot, click the green No button and **skip to Step 10B on page 12**. If someone will be helping you sign your oath or mark your ballot, click the green Yes button.

Step 8B: Tell Us If Someone Will Help You screenshot

Step 9B: If Someone Will Help You, Enter Your Helper's Information

If you need help signing the oath or marking your ballot, enter or ask your helper to enter the helper's information on the **Tell Us Who Is Helping You** web page. If you know you will need help, but have not chosen a helper yet, you can leave this page blank, click the green <mark>**Next: Mark Your Ballot**</mark> button, and write in your helper's information after you print your ballot and other documents.

Tell Us Who Is Helping You.

For security purposes, you will be automatically logged out after 15 minutes of inactivity.

Provide Feedback

English ▼   Change language

Frequently Asked Questions

If you know who will help you, you may type the information below.
If not, you will be able to write in the helper's information after the ballot prints.

Any person can help you, except:

- A candidate on your ballot
- Your employer or a representative of your employer
- An officer or representative of your union

The person helping you:

- Can mark the ballot according to your wishes.
- Can print your name, followed by his or her initials, if you cannot sign the oath.
- Cannot make any effort to influence your vote.
- Must enter the information requested below.
- Must sign the Certification of Person Assisting Absentee Voter. This form will print with your ballot.

Voter Name

Helper's Information

Helper's Name

Street Address

City

State

Zip Code

Telephone Number

Next: Mark Your Ballot

Step 9B: Tell Us Who Is Helping You screenshot

Step 10B: Marking Your Ballot

Make your selections on your ballot by selecting the box beside the name of the candidate of your choice or anywhere within the gray area surrounding the candidate's name. When you make your selection, a checkmark will appear beside the candidate's name to show how you voted. If you select the wrong candidate by mistake, click that candidate's name again to remove the checkmark and then click the box for the correct candidate. After you vote a contest, click the green **Next** button to move to the next contest. When you finish marking your ballot, click the blue **Review and print ballot** button. You will have a chance to go back and make changes on the next screen.

Step 10B: Mark your ballot using the online ballot marking tool screenshot

Step 11B: Review Your Ballot

On the **Review your votes** web page, you can scroll through each contest to review your selections.

Step 11B: Review your marked ballot screenshot

Note: The online ballot marking tool will not permit you to vote for more than the number of candidates allowed in a contest because your ballot would not count if you did this. However, you can choose to vote for fewer candidates than the number allowed. The online ballot marking tool will alert you if you do this.

For example, as pictured below, if the contest allows you to vote for 3 candidates and you select only 1, the marking tool will alert you that you may go back and vote for 2 more candidates if you want.

Step 11B: Reviewing your marked ballot screenshot with under-voted contest alerts
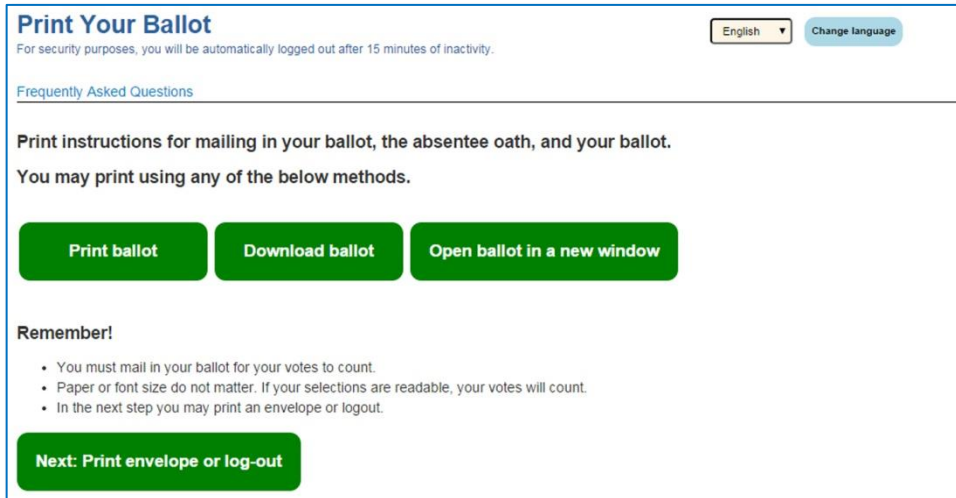
To make changes on your ballot or vote for additional candidates where allowed, either click the box for that contest or click the gray **Return to Ballot** button at the bottom of the page. If you are happy with the selections you marked, click the green Next: Print Ballot button.
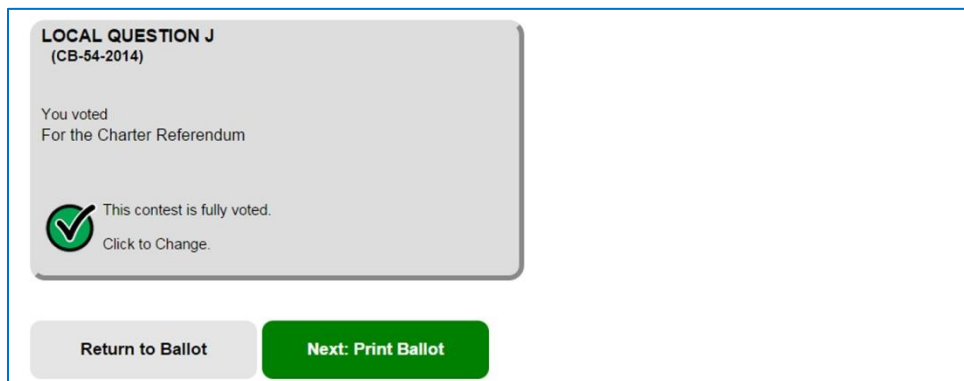
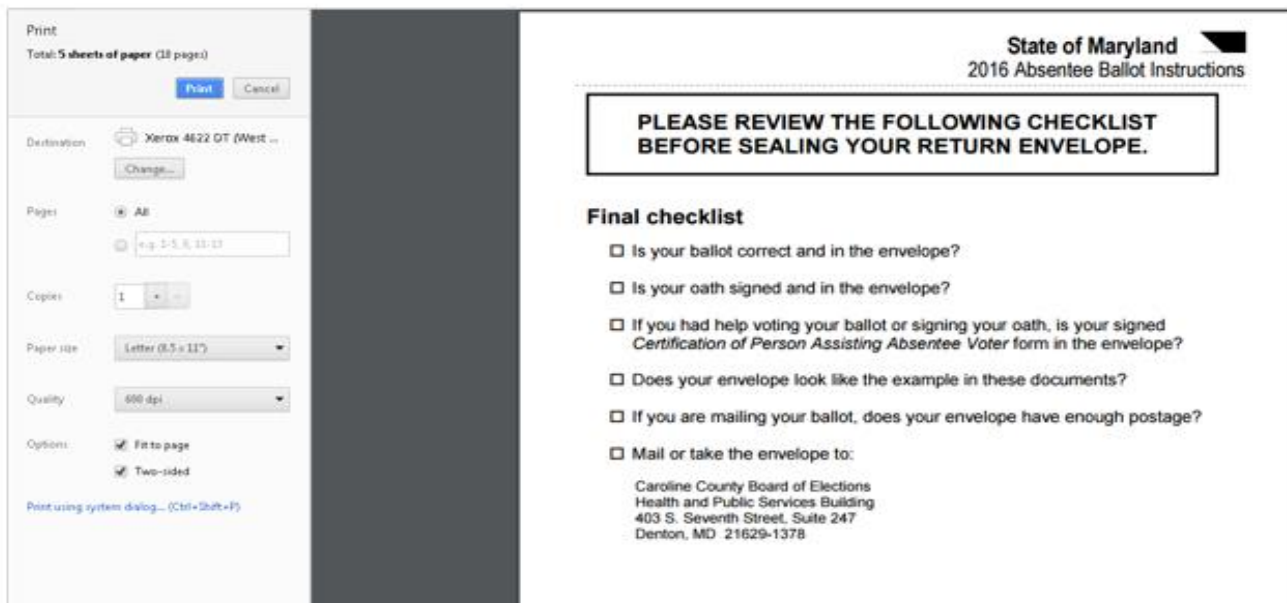**Step 11B: Return to Ballot and Next: Print Ballot buttons screenshot**

Step 12B: Print Your Ballot

On the **Print Your Ballot** web page, there is a row with 3 different green buttons for printing your ballot and other documents: **Print ballot**, **Download ballot**, and **Open ballot in a new window**. There are 3 printing options because some work better with some browsers than others and some may not work with your printer. The method that worked best for your print test is usually the best method to use to print your ballot. If you click one button and cannot print, click your browser's back arrow to return to the **Print Your Ballot** web page, and then try a different green printing button.

Note: Your ballot and other documents will be in one pdf file. The total number of pages varies.
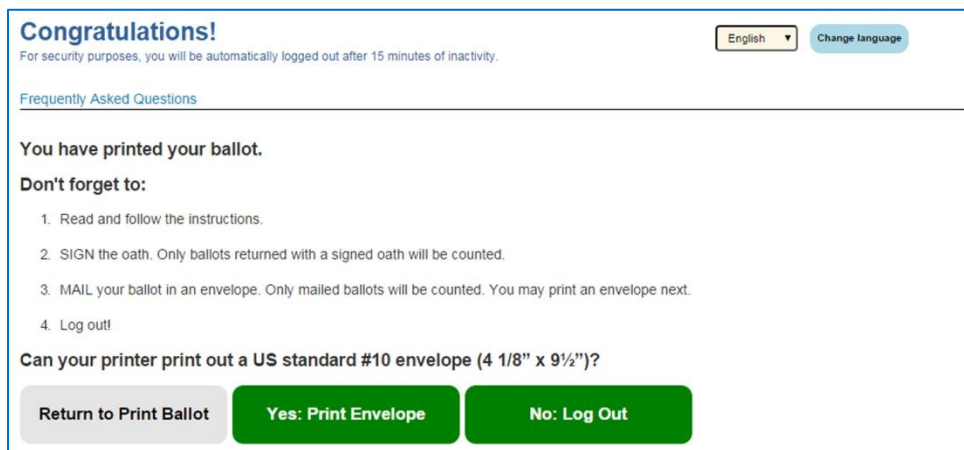
If you passed the **Print Test** in **Step 6**, but *cannot* print your ballot and other documents, please email the State Board of Elections at absentee.sbe@maryland.gov for assistance; or contact your local board of elections (http://elections.maryland.gov/about/county_boards.html) to request to receive your ballot by mail, if time permits.

After you print your ballot and documents, click the green **Next: Print envelope or log-out** button to print a #10 return envelope or to log-out of the online ballot delivery system if you would prefer to address your return envelope by hand.
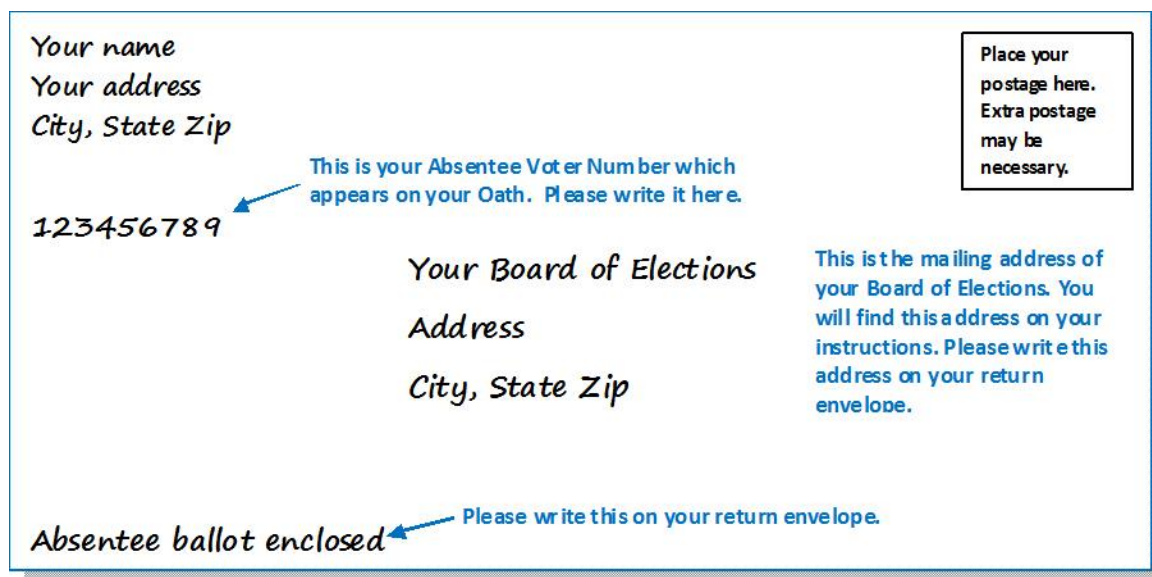
Step 13B: Choose to Print Your Envelope or Address Your Envelope by Hand

- *If you want to print an envelope*, click the green **Yes: Print Envelope** button on the **Congratulations!** web page.

Congratulations!
For security purposes, you will be automatically logged out after 15 minutes of inactivity.

English ▼   Change language

Frequently Asked Questions

You have printed your ballot.

Don't forget to:

1. Read and follow the instructions.
2. SIGN the oath. Only ballots returned with a signed oath will be counted.
3. MAIL your ballot in an envelope. Only mailed ballots will be counted. You may print an envelope next.
4. Log out!

Can your printer print out a US standard #10 envelope (4 1/8" x 9½")?

| Return to Print Ballot | Yes: Print Envelope | No: Log Out |

Step 13B: Print Envelope screenshot

- *If you do <u>not</u> want to print an envelope*, click the **Next: Print envelope or log-out** button to log-out, then click the green **No: Log Out** button on the **Congratulations!** web page (pictured above). To address your return envelope by hand, follow the template that printed with your ballot and documents (sample immediately below). It is important that you write your Absentee Voter Number under your return address as shown. This number can be found on the envelope template that printed with your documents and on your oath.

Your name
Your address
City, State Zip

This is your Absentee Voter Number which appears on your Oath. Please write it here.

123456789

Your Board of Elections
Address
City, State Zip

Place your postage here. Extra postage may be necessary.

This is the mailing address of your Board of Elections. You will find this address on your instructions. Please write this address on your return envelope.

Please write this on your return envelope.

Absentee ballot enclosed

Step 13B: Envelope template image

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Step 14B: Printing Your Envelope

On the **Envelope Printing Instructions** web page, there is a row with 3 different green buttons for printing your envelope: **Print envelope**, **Download envelope**, and **Open envelope in a new window**. There are 3 printing options because some work better with some browsers than others. The method that worked best for your print test is usually the best method to use to print your envelope. If you click one button and cannot print, click your browser's back arrow to return to this **Envelope Printing Instructions** web page and try a different green printing button. Your envelope file is a pdf set up to print on a #10 envelope. To successfully print the envelope pdf, you will need to check that your printer settings are adjusted for a #10 envelope. You may print this file on a larger envelope, if necessary, but may need to adjust your printer settings.

If you are *not* successful printing your envelope, please follow the instructions for hand writing your return envelope in **Step 13B** above (on page 16) or on the envelope template that printed with your ballot and other documents.
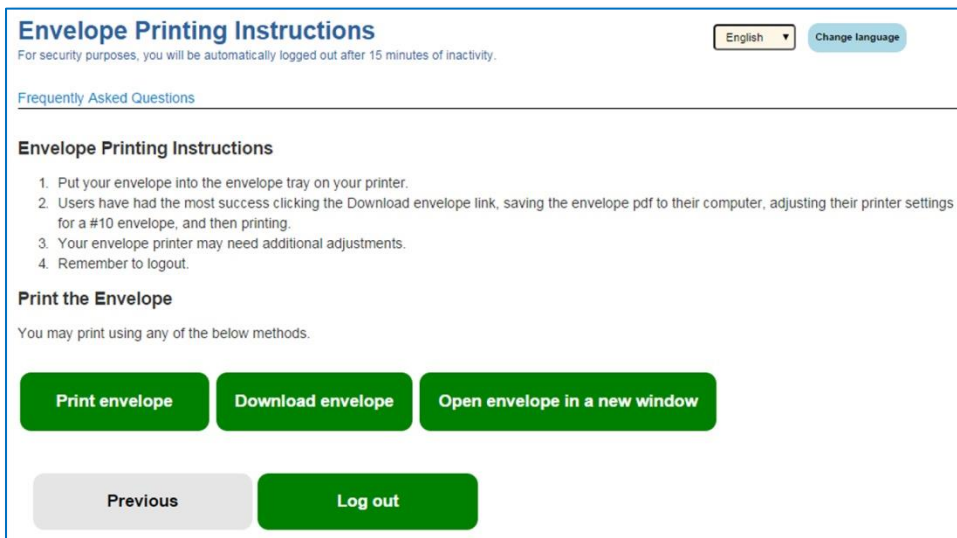
Step 14B: Envelope Printing Instructions screenshot

Step 14B: Print dialog page screenshot for printing envelope

Click the green **Log out** button after you print your envelope or if you decide not to print it.

Returning Users
On the **Tell us who you are** web page, enter your first and last names, date of birth, and 5 digit zip code in the **required** fields. You must enter your information exactly as it appears in your voter record. See the **Note** on page 2.

If you have a disability and certify that, because of your disability, you need the online ballot marking tool to mark your absentee ballot without assistance, click the check box beside this statement to access the online ballot marking tool. If you do not need the online ballot marking tool to vote without assistance, skip over this check box.

Next, use the drop down to answer the True/False math problem in the gray box. If you skip the question or do not answer the question correctly, you will get an error. After you have entered your information and answered the math problem, click the **Next** button.

Tell us who you are.

English ▼   Change language

Frequently Asked Questions
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Provide all information as it appears on your voter registration record.

First Name: **required**

Middle Name:

Last Name: **required**

Date of Birth: **required**
Month: Day: Year:

MM   DD   YYYY

Zip Code: **required**

$2 + 3 = 5$

Select an answer (elegir una respuesta) ▼

Next

Enter the password that you created when you logged in for the first time. Enter the password again in the Confirm Password field. Then click on "Log In" button.

Enter Password

English ▼ Change language

Frequently Asked Questions
User Guide

Please enter your password to log in. If you forgot your password, please click on the "Forgot Password" link below.

Password required

Confirm Password required

Log in   Forgot Password

Password Reset

If you forgot your password, click on the "Forgot Password" link on the Enter Password page. It is right of the "Log In" button.

Enter Password

English ▼ Change language

Frequently Asked Questions
User Guide

Please enter your password to log in. If you forgot your password, please click on the "Forgot Password" link below.

Password **required**

Confirm Password **required**

Log in   Forgot Password

Enter your email address. It must be the email address where you receive your absentee ballot link.

Request Password Reset

English ▼ Change language

Frequently Asked Questions
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Please provide your email to request for password reset.

If you need the account reset information to be sent to a different email address you will need to submit a new absentee ballot request.

Email (the email address you specified when requesting online absentee delivery).

Submit

Wait for 5 minutes. Check your emails. There should be an email with the subject "MD Absentee Ballot Delivery – Password Reset."

Use the link in this email to log in and create a new password. See page 1 of this guide for log in instructions.